

Refund Policy – Trinity International School

Trinity International School grants refund only under the conditions outlined below. Please read carefully before completing registration.

1. Eligibility for Refunds per course registered

- Refunds may only be requested **in writing by email to school within 24 hours** of online course registration.
- The 24-hour window begins from the official course opening date, which starts at **9:00 AM EST** on the specified **START date** you will receive with your **Welcome Package** by email.
- The refund will be for the total paid less \$100 non-refundable registration fee per course.
- Prior to the course start date, students will receive a **Welcome Email** containing:
 - TIS login information
 - Welcome package and school policies
 - Student Access Information
 - Course details (**start/end date**, teacher, course code, course title)
 - Refund Policy information
 - School Policy on course submission & Deadlines
 - Your invoice

2- Withdrawal/Drop Course Refund Policy:

No refunds will be issued for any course dropped or withdrawn after the 24-hour period from the course start date/time.

If a student violates any school policy or becomes inactive, the school reserves the right to withdraw the student from the course without a refund.

3. Administration/ Registration Fee (Non-Refundable)

- A **non-refundable Administration and /or Registration fee** applies based on the type of registration (individual course or full year registration)
- This fee covers essential administrative work already completed, including:
 - Account activation
 - Enrollment finalization
 - Teacher assignment
 - File creation (electronic and physical)
 - Compliance monitoring with Ministry regulations
 - Administration of OSR student file if applicable.

Even if the student has not accessed the course, these tasks are completed once registration form received.

4. Students Awaiting a Visa

- If a student chooses to begin any online course(s) while awaiting a student visa, the **standard refund policy will apply**.
- This includes all registration fees and administration fees regardless of the registration type (in-person, online, or blended).
- Refunds will **not be impacted by the outcome** of the visa application (approval or rejection) if the student has already started any course while waiting for the visa.
- If the student **has not started any course** and the visa application is rejected, a refund will be issued for the total amount paid, **minus the administration fee**, provided that the school receives the official visa rejection letter and the invoice issued by the school.
- **No refunds** will be granted once a visa has been approved.

5. Questions or Clarifications

If you have questions or require clarification about this policy, please contact the school via email at: info@tisschool.ca

6. Additional School Policies

More school policies are available on our **school website/Moodle** system.

TIS Admin Team.

Trinity International School

BSID #887123